



## Concept Paper # 216

Presented to the Department of Administrative Services (DAS)

Date Prepared: August 31, 2012

Name of document to be reviewed: Iowa Food and Consumer Safety Licensing and Inspections System

*(Please check one item listed in the following two sections)*

Document for review and approval:

- ☐ Request for Proposal (RFP)
- ☐ Request for Service (RFS)
- ☐ Request for Quote (RFQ)
- ☐ Invitation to Qualify

- ☒ Sole Source Procurement
- ☒ Statement of Work
- ☐ Staff Augmentation
- ☐ Master Agreement Purchase

*NOTE: Sole source procurements will also need authorization from DAS Procurement for this type of purchase. Please also contact DAS Procurement at this location:*

<http://das.gse.iowa.gov/procurement/solesource%202010.pdf>

Document for review only:

☐ Master Agreement

☐ Request for Information (RFI)

Agency: Iowa Department of Inspections and Appeals

**RFP Reference #:**

**Release Date:**

**This project is requesting IOWAccess funds:** Yes ☒ No ☐

*NOTE: IOWAccess concept papers are to be sent to Wes Hunsberger ( [Wes.Hunsberger@iowa.gov](mailto:Wes.Hunsberger@iowa.gov) ) for an internal DAS review.*

**Projected cost over \$50,000?** Yes ☒ No ☐

**Projected agency staff hours over 750?** Yes ☒ No ☐



**Project Cost, Funds and Funding Source:**

Please list the internal and external resources/costs for the purchase:

Internal Resources/Costs: The Department will directly provide the ongoing maintenance and support costs of \$31,750 per year.

External Resources/Costs: The Department has been awarded approximately \$100,000 in Federal grants to assist with portions of the project.

**Timelines:** The estimated timeline from signing a contract to full implementation is 180 days. Due to workload and other factors a system cannot be implemented from May to September and must be implemented during the season that does not include temporary licensing.

**Goal:** To move to a long term solution for food establishment, hotel, and processing licensing and inspection that provides efficient and accountable inspection system, online services for establishments, and timely public information for the public and media. In the process identifying other potential ways the solution could be used for other agencies and/or programs at minimal cost.

**Background:** See attached letter from Director Roberts.

**Expected Results:**

What are the tangible and intangible benefits of this purchase for this agency and/or state government?

- Providing online renewal, application, and information filing for over 24,000 regulated entities;
- Providing the ability to send renewal notices electronically;
- Providing the ability to uniformly distribute electronic educational information based on violations;
- Providing the ability for better public access and search capacity;
- Improving the efficiency of inspections staff with the ability to see when workload is due and track items due;
- Providing an opportunity to further merge applications between multiple agencies;
- Moving from manual updates from 24 different databases to a single database which will provide more timely information to the public;
- Ability to use GIS to better plan and prepare for emergency situations.

Can these benefits be quantified in financial terms? If yes, please explain.

- We spent over \$65,000 in FY 2012 maintaining the existing system and making Windows 7 modifications. We continue to experience significant challenges with the system losing data and we will save over \$30,000 per year in maintaining the current system;
- We anticipate efficiency gains also that are more difficult to ascertain. Currently, we have 50% more work to complete than can be accomplished. We believe this system will improve the efficiency of staff and begin reducing the backlog.

How will you be more effective as a result of this purchase?



- Better reporting will allow for better management of workload and providing information to decision makers (Legislature, Governor, Director);
- Improved tracking and workload monitoring allows for easy tracking of items by the inspector and supervisors;
- Online renewals will limit the need for additional administrative staff;
- Better able to provide information requested by the public.

How will service to your customers be enhanced as a result of this purchase?

- Providing online renewal, application, and information filing for over 24,000 regulated entities;
- Providing the ability to send renewal notices electronically;
- Providing the ability to uniformly distribute electronic educational information based on violations;
- Providing the ability for better public access and search capacity;
- Providing a single point of entry for all food establishments vs. 24 different points of entry today.

**Testing and Acceptance:**

The Department will prepare a series of test scripts based on normal functional tasks, including processing applications and renewals, inspections, and public data system use. Testing will be conducted as components are completed and then on the entire system prior to implementation. Identified problems will be assessed, documented, and sent to the vendor for correction.

**Some of the Interested Parties:**

- Restaurants,
- Grocery Stores,
- Convenience Stores,
- Hotels,
- Food Processing Plants;
- 24 local (county and city) contracting health departments; and
- Public and local boards of health.

**Some of the Recipients of this Service:**

Same as above.

**Standards:**

See attached document.

**Architecture:**

See attached document.

**Business Continuity / Disaster Recovery:**

Application will be hosted by ITE, which will provide backup protection in the event disaster recovery is required. Currently, many of the jurisdictions have no method of disaster recovery, thus this will be a significant improvement.



**Recommendations from the State CIO:**

**NOTE:** Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: <http://das.gse.iowa.gov/procurement/>, specifically: <http://das.gse.iowa.gov/procurement/adminrules/>.

Duplication recommendation from the State CIO to the DAS Director:

- a) Is there duplication within Government? *(Please identify duplication at the agency level, as well as within the enterprise)*
- b) Can an existing program be modified to address a new need?
- c) Do you have any similar program in existence?
- d) Have you sought IT procurements for similar programs in the past?
- e) Do you have purchasing documents for similar programs?
- f) Do you have similar purchasing documents that could be used as a starting point for this program?
- g) Is there anything you could provide that could assist the agency with this IT procurement?
- h) Are there alternatives available to the agencies?

**Recommendation of the State CIO to the DAS Director:**

Authorize this IT procurement Yes X No \_\_\_\_

Alternatives suggested by the State CIO  
(see comments below) Yes \_\_\_\_ No X

Additional comments from the State CIO:

**After reviewing the application and specifically the data that will be publicly available for all, the State CIO has recommended funding of \$195,185.00 using IOWAccess funds, based on maximizing and implementing all public facing components. The amount represents 50% of the project costs.**

**DAS Director's action:**

Authorize this IT procurement Yes X No \_\_\_\_

DAS Director's signature and date:

**The above IT procurement concept approved by Director Carroll on \_\_11/19/12\_\_**

Comments: **None.**